

## CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS

*Our Mission*  
*"Honoring California's Veterans"*



**Classification:** Patient Benefit and Insurance Officer (Salary: \$3922.00 - \$4767.00)  
Will also consider a Training and Development Assignment

**Tenure/Time Base:** Permanent, Full-time

**Location:** Veterans Home of California – Lancaster  
45211 30th Street West, Lancaster, CA 93536

**Who Should Apply:** Current State employees within this classification or those who are eligible on a certification list, transfers, or reinstatement are encouraged to apply. **SROA/SURPLUS PROVISIONS APPLY.** Eligible honorably discharged veterans are encouraged to apply provided the above criteria are met. For those individuals who do not meet the above criteria, you may qualify to take or apply for a civil service examination based on minimum qualifications for the classification. To view all civil service examinations offered by the State of California or the CA Department of Veterans Affairs, please visit our website at [www.cdva.ca.gov](http://www.cdva.ca.gov). You may also view other examinations offered by the State Personnel Board at [www.spb.ca.gov](http://www.spb.ca.gov)

**Duties and Responsibilities:**

Under general supervision of Staff Services Manager I:

- Prepares all Medi-Cal TAR's from the Daily Patient Movement Report (DPMR). Processes Utilization Review notices of coverage or denial to substantiate level of care. Submits TAR to Medi-Cal Field Office for approval. Prepares coverage transmittal documents for Headquarters.
- Conducts financial interviews with all new members and responsible family members or Power of Attorney (POA), when applicable. Calculates and posts fees and A&A payments due from each member. Maintains policy concerning establishment and payment of fees, A&A, and for liquidating fees owed by deceased and discharged members. Tracks delinquent fee and A&A accounts and provides counseling for delinquent members, setting up payment plans to repay debt. When determined to be necessary by a physician, files for payee ship for incompetent members. Notifies County Medi-Cal Office to recipient's income changes. Meets with families of deceased members to discuss estate issues, disburse member belongings and to review Section 1035 of the Military and Veterans Code.
- Meets with members and responsible family member/POA when applicable, to discuss member questions and concerns regarding fees, monthly statements, income changes, exemption requests, verification of finances, eligibility for benefits, pre-need funeral arrangements and all other concerns a member may have. Performs notary services as required.
- Maintains master files in the Meditech computer system, processing Medi-Cal Notice of Actions for eligibility and share of cost, Medicare and third-party insurance changes. Maintains share of cost records, Medi-Cal stay eligibility and census transactions.
- Meets with members concerning HMO insurance coverage. Follows up with members for a few months to ensure all information is received from the new insurance company and the member is making the payments. Posts exemption to income for billable insurance premium amount. Calls insurance companies to verify HMO coverage terminated and new coverage began on appropriate date.
- Attends meetings related to discussions on the analysis, development, or redesign of the operations and automated systems. Attends meetings concerning Medicare, Medi-Cal or other insurance and billing processes.

**How to Apply:** Candidates should submit a State Application (STD. 678) and résumé to:

Department of Veterans Affairs  
Human Resources Division  
1227 "O" Street, Room 404  
Sacramento, CA 95814  
**Attn: Jacquie Ruiz, M80#066G-08/09**

**Inquiries:**

Voice: (916) 653-2535  
TDD: (916) 653-1966

**Note:** In Line #12 on the State Application, you must clearly indicate the basis of your eligibility; i.e., List, Transfer, SROA, Surplus, Re-employment, or Reinstatement. Failure to do so could result in being rejected from the interview process. Please place Attn: J. Ruiz and M80#066G-08/09 on your application.

**Final Filing Date: Until Filled**

AN EQUAL OPPORTUNITY EMPLOYER - EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS. PER MILITARY AND VETERANS CODE, SECTION 80, WHENEVER POSSIBLE, PREFERENCE SHALL BE GIVEN TO VETERANS FOR EMPLOYMENT IN THE DEPARTMENT OF VETERANS AFFAIRS. APPLICATIONS WILL BE SCREENED AND ONLY THE MOST QUALIFIED WILL BE INTERVIEWED.

